



Job Location: 400 Deaderick Street, Nashville, TN 37243

**DHS Program Director 3 – Division of Rehabilitation Services
(Director of Quality and Compliance)**

The Department of Human Services' mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Division of Rehabilitation Services is responsible for the administration of the Department's programs and services for individuals with disabilities. This includes the Vocational Rehabilitation (VR) Program, which seeks to provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities, and resources; Disability Determination Services which operates by agreement between the State of Tennessee and the Social Security Administration to process Social Security and Supplemental Security Income disability claims; the Tennessee Technology Access program which provides information about and access to assistive technology devices and services and the Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing which provides information and services to, and advocacy for, the deaf, deaf-blind and hard of hearing community throughout the state.

Under the general supervision of the Director of Operations for the Division, the Director of Quality and Compliance is responsible for providing management and oversight for all relevant state and federal regulations, policies and requirements for the Division's various programs. The Director of Quality and Compliance is the lead and subject matter expert on the Workforce Innovation and Opportunities Act (WIOA) and the primary liaison with DHS Internal Audit and Quality Improvement and Strategic Solutions units. In collaboration with program leadership, the Director of Quality and Compliance coordinates all State and Federal reporting, corrective action plan development and monitoring, quality assurance, contractor monitoring, and data analysis. The Director of Quality and Compliance directly supervises the Director of Policy, the Director of Contracts, and the VR electronic case management system Manager.

Position Responsibilities:

- Provide leadership, guidance and direction for all DRS Quality and Compliance unit operations, functions, and activities. Evaluate and oversee the organization, structure, and staffing of the Quality and Compliance Unit to achieve unit and Division goals and compliance with the requirements of Workforce Innovation and Opportunities Act (WIOA) and other applicable federal regulations.
- Provide day to day oversight of the Policy Director, Director of Contracts and VR electronic case management system Manager including conducting regular meetings and professional development plans and training opportunities for staff.
- Develop and implement Divisional quality and compliance initiatives that enhance overall program performance, service quality and regulation compliance.
- Establish, maintain, and strengthen relationships with internal DHS partners including QISS, Internal Audit, Procurement, Strategic Technology Solutions (STS), Fiscal, Budget and other internal support units.
- Maintain and strengthen relationships and communication with various divisional partners including vendors, service providers, other state agencies and represent the Department and the Division to a variety of audiences across the state and facilitate and maintain contact with internal and external partners, including the facilitation of regularly scheduled meetings with partners, provider agencies and associations.

Position Requirements:

- Bachelor's degree in business, political science, public administration, vocational rehabilitation or a related field required. Master's degree preferred.
- 5 years professional experience in quality control, quality assurance, or quality compliance and program administration.
- 3 years supervisory experience including experience in leadership practices that values and rewards inclusion, team work, collaboration, innovation, and performance excellence.
- Knowledge and understanding of the Workforce Innovation and Opportunity Act relative to Vocational Rehabilitation preferred.
- Proven success in establishing key relationships and exhibiting advanced influencing skills with all levels of management and external stakeholders.
- Flexible work style, ability to handle the pace of the environment with unexpected changes.
- Strong interpersonal, communication, presentation, and listening skills.

Competencies:

- Business acumen
- Innovation
- Strategic agility
- Directing others
- Collaboration
- Drive for results
- Organization agility
- Political savvy
- Interpersonal savvy
- Customer focus

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by November 26, 2018. Review of resumes beginning on November 12, 2018. All email submissions must include in the subject line: DHS Program Director 3 - Quality and Compliance
- **Target Salary: \$75,000.** Salary will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.